

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT
State: Arizona

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Process for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

Process:

- 1) The survey and certification agency has established internal policies and procedures (available for review) to investigate complaints that allege possible violations of program requirements;
- 2) Surveyors are provided with training regarding complaint investigation procedures during orientation and routinely thereafter;
- 3) An internal review process is in place for the review of complaint investigations to determine conformance with the investigative procedure and to ascertain the need to monitor for verification of compliance;

TN No. 92-20
Supersedes
TN No. none
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Approval Date 2/19/93 Effective Date 10-1-92
HCFA ID: _____

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- 4) The survey and certification agency utilizes the data obtained from the portion of the State Agency Evaluation Program relating to complaint investigations, to measure and reduce inconsistencies of complaint investigation results. The survey and certification agency incorporates these findings into the In-service and Training programs provided on a monthly basis to appropriate survey staff; and
- 5) The survey and certification agency has an internal review process in which complaint investigations which divulge findings of significant noncompliance with program requirements are reviewed by the Office Chief, the Program Manager and members of the Quality Assurance/Enforcement Section. The survey and certification agency distributes findings to the Regional Office and other appropriate entities.

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